



Congressman
Walter B. Jones

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Visit our offices:

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(252) 931-1003

Havelock, NC

1 Governmental Avenue
Havelock, NC 28532
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Hours: Open the 2nd and 4th Tues-
day of every month, 9:30-4:00

Jacksonville, NC

234 Northwest Corridor Blvd.
Room 313B
Jacksonville, NC 28540
(252) 565-6846

Hours: Open the 1st and 3rd Tues-
day of every month, 9:30-4:00

Washington, DC

2333 Rayburn HOB
Washington, DC 20515
(202) 225-3415

Representing North Carolina's 3rd District



"I am here to help. Hurricane Florence deeply impacted our great state, but my staff and I will continue working until you get the help you need to recover. "

Walter B. Jones

Member of Congress

FEMA

- The Federal Emergency Management Agency's website, www.fema.gov/ has the latest news and information on the disaster in North Carolina.
- Register for federal disaster assistance. If you had storm or flood damage in any of the affected counties you may apply for FEMA assistance online at www.DisasterAssistance.gov or by calling 800-621-3362. Lines are open every day from 6 a.m. to 10 p.m. Survivors who use TTY may call 800-462-7585.
- Survivors may locate disaster centers near them at www.fema.gov/disaster-recovery-centers or by calling the FEMA helpline at 800-621-3362. You can seek assistance at any disaster recovery center, including centers in other states.

APPEALING

- All applicants for federal disaster assistance have the right to appeal a decision. Your appeal can be filed online at www.DisasterAssistance.gov or at any disaster recovery center. In order to file an appeal you must bring your determination letter, your written appeal and any supporting documents requested in your determination letter.

MOLD AND CLEANUP

- Mold may be a serious health risk so don't wait for a visit from FEMA or your insurance company before you start cleaning up. FEMA inspectors and insurance claims adjusters will still be able to verify flood damage. Take lots of pictures before your insurance adjuster visits.
- Be sure to consult with your local officials for instructions before setting out debris. If you don't have local emergency management contact information, it can be found online at NCDPS.gov/Florence.

CRISIS CLEANUP

- To request assistance with clean up from disaster relief agencies please visit: <https://www.crisiscleanup.org> or call 1-800-451-1954.

SENIOR CITIZENS

- The North Carolina Division of Aging and Adult Services administers federal and state-run services for senior citizens. It also oversees the Area Agencies of Aging in each county, which develop coordinated community-based systems. You can visit their website at: <https://www.ncdhhs.gov/divisions/daas> or by calling the Aging and Adult Services Helpline at 919-855-3400.

FEMA Recovery Centers:

Next to Don Williamson Nissan

312 Western Blvd.
Jacksonville, NC 28546

Hours: Monday through Saturday, 9 a.m.
to 7 p.m. ET
Sunday, 9 a.m. to 1 p.m. ET

Grantsboro Town Hall

10628 NC Hwy. 55 East
Grantsboro, NC 28529

Hours: Monday through Saturday, 9 a.m.
to 7 p.m.
Sunday 9 a.m. to 1 p.m.

Cumberland County Social Services Dept.

1225 Ramsey Street
Fayetteville, NC 28301

Hours: Monday through Saturday, 9 a.m.
to 7 p.m. ET
Sunday, 9 a.m. to 1 p.m. ET

County Civic Center

794 Highway 58 South
Trenton, NC 28585

Hours: Monday through Saturday, 9 a.m.
to 7 p.m. ET
Sunday 9 a.m. to 1 p.m. ET

Bobby Andrews Center

231 East 7th Street
Washington, NC 27889

Hours: Monday through Saturday, 9 a.m.
to 7 p.m. ET
Sunday 9 a.m. to 1 p.m. ET

SBA Recovery Centers:

Centenary United Methodist Church

309 NewStreet
New Bern, NC 28560

Use Education Building Entrance

Hours: Monday through Saturday, 8
a.m. – 5 p.m.
Closed: Sundays

SBTDC Regional Service Center

300 East First Street, Willis Building
Greenville, NC 27858

Hours: Weekdays, 8 a.m. – 5 p.m.
Saturdays, 9 a.m. – 5 p.m
Closed: Sundays

Wilmington Chamber of Commerce

1 Estelle Lee Place
Wilmington, NC 28401

Hours: Monday through Saturday, 8
a.m. – 5 p.m.
Closed: Sundays

Robeson Community College

5160 Fayetteville Rd.
Workforce Dev. Ctr., Bldg. 18
Lumberton, NC 28358

Hours: Weekdays, 8 a.m. – 5 p.m.
Saturdays, Hours pending
Closed: Sundays

NATIONAL FLOOD INSURANCE (NFIP) CALL CENTER

- Contact your insurance company to file a claim.
- If you have flood insurance questions call 1-800-621-3362 Monday through Friday from 8 a.m. to 6 p.m. and select option 2. Call center staff are available to assist with information regarding your policy, offer technical flood guidance to aid in recovery and answer other flood insurance questions. You can be transferred to your insurance carrier for additional assistance if you have further questions.

NC FLOOD INUNDATION MAPPING AND ALERT NETWORK (FIMAN)

- For real –time flood levels and mapping, please visit FIMAN’s website at <https://fiman.nc.gov/fiman/>

GENERAL HEALTH AND WELFARE

- North Carolina has several agencies that deal with different groups of people who are disabled or have access and functional needs. To learn more, visit <https://www.ncdhhs.gov/> or you can call (919) 855-4800.
- The Centers for Disease Control and Prevention has information for flood preparedness and response at: <http://www.bt.cdc.gov/disasters/floods/index.asp>
- The Occupational Safety and Health Administration (OSHA) can be reached by calling: 1-800-321-OSHA (6742).
- The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services is online at: <https://www.ncdhhs.gov/mhddsas>.
- FEMA offers advice on coping with a disaster at <http://www.fema.gov/coping-disaster>.

U.S. SMALL BUSINESS DISASTER LOAN ASSISTANCE

- The U.S. Small Business Administration (SBA) offers low-interest disaster loans to businesses of all sizes, most private nonprofit organizations, homeowners and renters. The SBA Disaster Assistance Customer Service Center can be reached at 1-800-659-2955 or email: disastercustomerservice@sba.gov.

FOOD ASSISTANCE

- A statewide food bank database can be found at <http://www.feedingamerica.org/find-your-local-foodbank/>.

U.S. POSTAL SERVICE

- For issues with the United States Postal Service or to locate mail please visit <https://www.usps.com/help/contact-us.htm> or call 1-800-275-8777.

